

**Town of Arlington
Purchasing Department**

**INVITATION FOR BID
#21-29**

Transportation for Older Adults age 60+

Sealed bids pursuant to the Uniform Procurement Act, Chapter 30B are invited and will be received by the Town Manager, Town of Arlington, Massachusetts, until **10:00 A.M. Wednesday, June 2, 2021** at the following address:

Town of Arlington
Office of the Purchasing Agent
730 Massachusetts Avenue
Arlington, Massachusetts 02476

At that time and place they will be publicly opened and read for furnishing. Bids received after this time will not be accepted. Specifications and Proposal Forms may be obtained at the Office of the Purchasing Agent, 730 Massachusetts Avenue, Arlington, MA 02476.

Proposals must be submitted on the forms provided and in a sealed envelope plainly marked:
Bid #21-29 Transportation for Older Adults Age 60+.

Further information may be obtained by contacting Domenic Lanzillotti, Purchasing Officer at (781) 316-3003 or dlanzillotti@town.arlington.ma.us.

The Town Manager reserves the right to cancel any invitation for Bid, to reject in whole or in part any and all bids, when it is deemed in the best interest of the Town or Arlington to do so.

Adam W. Chapdelaine
Town Manager

May 19, 2021

Town of Arlington
Transportation for Elderly

INVITATION FOR BID

SECTION I: PURPOSE AND OBJECTIVES OF THIS REQUEST FOR PROPOSALS

The Town of Arlington, Massachusetts, (the "Town") seeks bids from qualified independent firms ("Respondents") to provide transportation services to the senior citizens of Arlington as described in the following Invitation for Bid ("IFB").

In summary, the Town seeks transportation services in the following area:

- A. a taxi dial-a-ride service transporting older adults within the Town limits.

SECTION II: Background

Currently, the Town of Arlington operates a Taxi dial-a-ride service that transports eligible senior citizens within town limits. The service is currently operating between the hours of: Monday-Saturday: 9 AM to 4 PM

Approximately 100 rides are provided monthly for 25 clients.

SECTION II: GENERAL TERMS AND CONDITIONS

2.1 Acceptance of Proposal

A bid submission will remain in effect for a period of 90 calendar days from the deadline for submission of bids or until it is formally withdrawn, or a contract is executed. The Town reserves the right to reject any and all bids.

2.2 Administration of Contract

The contract for this service will be between the Town of Arlington and the Respondent(s) that is awarded the contract ("Contractor") and will be administered by the Town of Arlington's Purchasing Officer.

2.3 Term and Duration of Contract

The contract will begin July 1, 2021 and end on June 30, 2022, for the first contract period. The contract may be renewed, subject to funding availability, for two additional one-year periods from July 1, 2022 through June 30, 2023 and July 1, 2023 through June 30, 2024. Additionally, the Town will determine whether to renew the contract following a review of the quality of the service provided by the current Contractor.

2.4 Termination of Contract

The Town may terminate the contract without cause provided that written notice is given to the Contractor thirty (30) days prior to the effective termination date.

2.5 Contractor's Insurance Obligations

The contractor must provide insurance policies to the Town as stated below - at the expense of the Contractor. The Insurance Certificate must be written in the name of the Town as an Additional Insured in order to protect the interest of the Town from any liability that might be incurred against it as a result of any operation of the Contractor, its subcontractors, or their employees.

The insurance required shall include all major divisions of coverage, and shall be on a commercial, general liability basis. Such insurance shall be written for not less than any limits of liability required by law. The insurance policy must cover the entire contract period and must be extended and furnished to the Town in the event that the contract is renewed for years two and three.

Certification of insurance must be presented to the Town at the time the contract is signed by the Contractor. The Contractor and all subcontractors waive subrogation rights against the Town for all losses. The Town reserves the right, at its sole discretion, to amend the insurance requirements.

2.6 Payment for Contractor Services

The contractor shall be paid no more frequently than monthly, in proportion to the work completed upon presentation of an invoice, in a form acceptable to the Town. The contractor must provide a list of clients, purpose of trip, and destination by the 15th of each month for the previous month's activity. The contractor will not be reimbursed for vouchers received by the Council on Aging more than forty days after the date of the ride.

SECTION III: BID REVIEW PROCESS

3.1 Cost of Services

The lowest price bid for each service will be one for which the price per ride is the lowest. In accordance with M.G.L. Chapter 30B, the contract award given to the lowest price bid.

Multiple pickups (Service B), with the same pickup point and the same destination, will be billed at half rate.

3.2 References

The Respondents must provide three references. References will be contacted to determine if the Respondent is responsive and responsible. References will be asked about their overall impression of the Respondent, quality of the work performed, understanding of factors affecting service delivery, quality of vehicles, driver and driver training, adherence to the Americans with Disabilities Act (ADA), sensitivity to the needs of the clients, ability to administer the program, driver courtesy, and the timeliness of service.

3.3 Interviews

At the Town's discretion, an interview may be conducted with each Respondent. The interview will be conducted to evaluate the Respondent's ability to communicate effectively and to provide efficient and effective transportation services to the clients.

3.4 Award of Contract

The Town will award a contract for the service to the lowest responsive and responsible, eligible Respondent. The Town reserves the right to reject any and all proposals if it determines that it is in the best interest of the Town to do so.

SECTION IV: SCOPE OF SERVICES

Taxi Dial-A-Ride Services

The Contractor will be responsible for scheduling, coordination, data collection, reporting, dispatching and transport of eligible residents.

The will operate between the hours of: 9am-5pm; 7 days per week

Service must be limited to in-town trips for purposes approved by the Council on Aging. The

total number of trips to be provided is expected to range from 50-100 per month.

The contractor must be TDD equipped for hearing impaired riders and must have TDD-trained reservationists.

Passengers may be grouped for efficiency. A rider will not be required to ride more than 15 minutes due to grouping.

SECTION V: PROPOSAL

The proposal should describe the Respondent's plan for providing the service(s) described in the Scope of Services (Section VI) and should include the following information:

1. Name and address of the entity submitting the proposal; contact person; telephone and fax number.
 - **Company Legal Name:** MAGAN TRANSPORT / Dba ARLINGTON GREEN CAB
Contact Name: ABDULLAHI MAGAN
Address: 18 Holton St. W. Medford, MA 02155
Phone: (781) 666-8626
Email:
2. A description of the Respondent's fleet, including number of vehicles, seating capacity, compliance with ADA, and number of vehicles that can transport passengers in wheelchairs.
3. What type of vehicles the Respondent proposes to use under this contract.
 - **Mobility Venture MV1 – Purposed built Wheelchair Accessible Vehicle – 5-passenger**
2011 Toyota Sienna – Minivan 7-passenger
2011 Toyota Camry – Sedan 5-passenger
2010 Dodge Grand Caravan – Minivan 7-passenger
2008 Dodge Grand Caravan – Minivan 7-passenger
2006 Mercury Grand Marquis – Sedan 5-passenger
4. Description of the number and types of drivers (e.g., number of full-time and part-time drivers employed).

- **Magan Transport has an excellent Safety record for the last nine years. Our drivers are highly experienced with clean driving record. All of our drivers have Hackney License and 7D-Certificate and receive Forty (40) hours safety and sensitivity training in order to qualify Hackney License. And, they also get yearly CORI and fingerprint check to renew their licenses.**
5. The Respondent's capacity to take initial client data, schedule rides, dispatch drivers, handle cancellations, and provide statistics on ridership.
- **Records will be maintained through Magan Transport's dispatch system. Weekly invoices submitted would include a tripsheet report generated by the software that will show passenger information, pickup/drop-off location, date, time, trip purpose, and fare amount etc. This will help provide accurate reporting for our program.**
6. Any limitations the Respondent may have in providing transportation (time, hours, radius of travel, limits in assisting clients).
- **No limitation for the service in distance, time or assisting clients as contract may stipulate**
7. Details on the medical dial-a-ride service including; what days and hours the Respondent will provide services; the proposed system for picking up clients for return trips from the doctor.
- **Non-emergency medical transportation runs Monday – Friday and in early hours of Saturday. Therefore, we will follow any timeline agreed upon Monday - Saturday**
8. How the Respondent will turn away clients on days when demand for service exceeds available resources.
- **We would like to work out some sort of arrangement with the Administrator in order not to turn away any elderly person who needs transportation for medical appointment.**

9. For any service in which more than one rider will be picked up in a given vehicle before the trip is completed, the Respondent must indicate the amount of time the first rider to enter the vehicle may expect to be on the vehicle before a one-way trip is completed.
10. The Respondent's capacity to substitute vehicles and/or drivers in the event of an emergency or breakdown.
 - **Magan Transport operates half-a-dozen vehicles and are able to substitute breakdowns and other emergencies. We also have the capacity to provide service efficiently upon agreed timeframe on daily or weekly bases as scheduled.**
11. The Respondent's vehicle maintenance policy and schedule.
 - **Vehicles are regularly inspected and serviced for their required routine maintenance. They must all pass state's yearly inspection test for safety and emission as well.**
12. The types and amount of training that the Respondent requires to insure that both new and continuing drivers can assist passengers appropriately. Examples include: Passenger Assistance Techniques, Passenger Sensitivity Training, Standard First Aid, CPR, Emergency Procedures, drug and alcohol awareness.
 - **Drivers are required to complete a WAV certification course as determined and approved by the Inspector of Carriage. Training includes first aid, use of safety equipment such as tie-downs and belts, assisting and securing WAV passengers etc.**
13. Number of years the Respondent had provided transportation services under this business name. Years the Respondent had provided transportation specifically to the elders.
14. All contracts that the Respondent has had with other agencies to provide transportation in the past five years (include name of agency, type of service, and dollar award).
 - **Magan Transport service was established November 2012, providing transportation to the general public for both ambulatory and wheelchair rides. We have contract with the City of Medford Commission On Aging and Town of Lexington Transportation Department to provide non-emergency medical transportation service to their elder communities**
15. Contact names, addresses, and telephone numbers for three references.
 - **Susan Barrett – (781) 698-4821
Town of Lexington Transportation – Manager**
 - **Pamela Kelly - (781) 396-6010
City of Medford Commission on Aging – Director**
 - **Isabel Fitzgerald (617) 860-7277
Elderly senior rider**
 - **Dot Haragan (781) 395-5999
Elderly senior rider**
16. The Respondent's policies and procedures to ensure high quality service at all times, including self-evaluations or rider satisfaction measures.
 - **Trip data including the rider's contact information, time, date, trip purpose, and cost of the trip will be entered into Magan Transport's dispatch software. Assigned driver will then arrive to the pickup**

location at the scheduled time. There will be direct management line for complaints or complement

17. The Respondent's safety record over the last three years. Include details on the number of accidents, the number of accidents without injury to persons, the average number of one-way trips provided each week, the number of drivers with any convictions or pending actions or morals violations, dangerous operation of motor vehicles, or driving under the influence within the past five years.
 - **We have outstanding safety record; No accident, or claim of liability against Magan Transport for the last 9-years. And no pending court cases either. We have excellent service and safety record.**
18. Confirmation that all drivers are experienced and hold valid Commonwealth of Massachusetts driver's licenses for the class of service being offered.
 - **All of our drivers have valid driver license, Hackney License and 7D-Certificate and will provide upon request**
19. Confirmation that the Respondent is in compliance with applicable DOT Drug and Alcohol Testing Requirements.
 - **Magan Transport has Zero-tolerance policies on alcohol and drug use.**
20. Confirmation that the Respondent is TTD equipped.
21. Confirmation that the Respondent is in compliance with applicable ADA Requirements.
 - **Magan Transport is ADA Compliance has wheelchair accessible vehicles (WAV) in our fleet.**

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DIAL-A-RIDE APPLICATION PROTOCOL

1. Arlington residents **60 years old and older**, and **“severely disabled adults”**, *are presumed statistically* to be DART-eligible.

A “severely disabled adult” is one who uses a wheel chair, (or) is unable to perform one or more functional activities or needs assistance with ADLs, (or) has a “selected condition” such as autism, cerebral palsy, alzheimer’s disease, senility or dementia, or mental retardation.

Persons under 65 years of age who are covered by Medicare or receive SSI are considered to have a severe disability.

All that is needed for verification is proof of age; e.g., “a person’s license or birth certificate.” Other means of age verification may also be acceptable.

PRICE PROPOSAL FORM

**TOWN OF ARLINGTON
PURCHASING DEPARTMENT**

TRANSPORTATION FOR SENIORS AND DISABLED RESIDENTS

DEADLINE: Wednesday June 2, 2021 @ 10:00 A.M.

Mr. Adam W. Chapdelaine
Town Manager
Arlington, MA 02476

We, the undersigned, herewith submit proposal for furnishing and delivering Transportation for Older Adults and Disabled Residents to the Town of Arlington, Massachusetts all in accordance with the Invitation for Bid furnished to us for the period of JULY 1, 2021 THRU JUNE 30, 2022.

AWARD BASED ON FIRST YEAR ONLY.

YEAR 1: JULY 1, 2021 THRU JUNE 30, 2022

TAXI DIAL-A-RIDE

Unit cost per ride: \$24/Ambulatory Ride - \$37/Wheelchair Ride

Option Year 1 at the sole discretion of the Town of Arlington.

JULY 1, 2022 THRU JUNE 30, 2023

Unit cost per ride: \$24/Ambulatory Ride - \$42/Wheelchair Ride

Option Year 2 at the sole discretion of the Town of Arlington

JULY 1, 2023 THRU JUNE 30, 2024

Unit cost per ride: \$32/Ambulatory Ride - \$47/Wheelchair Ride

COMPANY NAME: MAGAN TRANSPORT LLC / ARLINGTON GREEN CAB

ADDRESS: 18 Holton Street – West Medford, MA 02155

SIGNED BY: Abdullahi J. Magan

(PRINTED)



(SIGNATURE)

DATE: June 1, 2021

PHONE: (617) 869-8019 FAX: (617) 758-7123